

To whom it may concern, I'd like to share some feedback about Video Relay Service (VRS).

VRS service is, in a word, WONDERFUL! This technology is a huge advance for communication for Hard of Hearing, Deaf and Deaf-Blind people. In comparison to the regular relay service (other telecommunication services), VRS is a million times better! The regular relay service is still a good and needed service as many people do not have access to computers.

To share my perspective on the benefit of VRS I'd like to give the following example. Imagine that hearing people could not use the telephones anymore. Having access to VRS has made making telephone calls accessible in a way that was not true before. With VRS, telephone access is more equal.

Another aspect of VRS is that it provides a way for Hard of Hearing, Hard of Hearing, Deaf and Deaf-Blind people to use their native language. It takes away the need to try to type in English, which is many Deaf peoples second language. Being able

to communicate naturally is an incredible benefit and supports Deaf people and our Deaf culture.

I have also noticed that through video relay interpreters it is possible to manage my way through automated menus such as, "Press one for customer service, press two for payment issues, press 3 for ..." I've found trying to use the regular relay service (other telecommunication service) to try to get through to what I needed, next to impossible. Much time was wasted. Because so many business use the automated technology, being able to get through successfully is a much appreciated benefit of VRS.

VRS helps Deaf people in their work, do interviews, and helps Deaf people to communicate more openly with other family members. All of these areas has a direct impact on a person's quality of life.

People I know in other countries such as Austraila, Canada and Switzerland wish that their country offered a similar service. As VRS is successful in the US, it can grow and help to provide business opportunities for video relay services in other countries, providing employment and a much needed service. At Deaf Way 2002, Deaf people from all over the world were impressed to see the technology in action and have the opportunity to make phone calls.

The cost rates for VRS should increase becasue of needing more training for Video Interpreters, reducing waiting line period time (Not enough video interpreters), expensive costs for equipment, etc to improve quality of video interpreters and VRS

Again, I have seen a decrease in VRS quality and availability

The rates for community American Sign Language interpreters (out of VRS) have cost between \$45 to about \$60 That is why that the cost rates for VRS need to increase so it will help to improve quality of Video interpreters and video picture (Need alot of research to develop better tehnology and training/salary for video interpreters) to keep free communication barrier for all of us

I am requesting you to increase the rates for VRS and Video Interpreters

Thank you for your attention

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